

Staff Morale at Four County Counseling Center (4CCC) in Logansport, Indiana

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The Four County Counseling Center (4CCC) in Logansport, Indiana sought the assistance of the Assertive Community Treatment (ACT) Center of Indiana (housed in the psychology department of IUPUI) in improving staff morale due to the high-stress nature of their jobs. The purpose of this project was to aid a community mental health center in finding ways to improve overall staff morale. An online survey (15 questions) was developed in conjunction with the 4CCC. Questions about coworkers and leadership, the atmosphere of 4CCC, burnout and work load, changes at 4CCC, and interactions with one's supervisor were assessed. We distributed the link to the survey via email to all staff at 4CCC. After receiving the survey data (N=128), I worked with a graduate student to read open-ended responses and create categories. Concurrently, we ran descriptive statistics on the quantitative items and created tables. Short summaries and descriptions for the categories were then composed and the final product was sent to 4CCC. Most responses indicated positive attitudes. However, staff reported decreases in morale in the past 6 months and poor communication. In open-ended questions, we found that while 31.3% of staff felt their supervisors communicated well, 31.6% felt their supervisors could improve. The leaders at 4CCC were very appreciative of the work that went in to this project, and have started planning changes to address worker concerns, including training for supervisors.

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